

APS Program Operational Plan: Pennsylvania

State/Territory/District	Pennsylvania
Contact	Denise Getgen (PDA) & Laura Deitz (APS)
Budget Allocation	\$10,880,012
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$3,520,052</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 7,359,960 (ARPA 1 + COVID)</p>
<p>Vision 2025</p> <p>The Vision clarifies what your ARPA Grant 1 Program aspires to become and to achieve. It is designed to inspire by providing a picture of where the program is heading in 3-5 years.</p> <p>Note: If you are a part of a larger organization, does it have its own future vision? If so, you may want to adapt it to your own program.</p>	<p>The Department of Aging’s vision is a Pennsylvania where older adults are embraced and empowered to live and age with dignity and respect.</p> <p>The Department of Human Service’s vision is that all Pennsylvanians live safe, healthy, and independent lives, free of discrimination and inequity.</p> <p>Vision 2025 (Protective Services)</p> <p>The vision of the APS Program is to enhanced quality, consistency, and equity within the program model of protective services across separate government bureaus, offices, and staffing.</p>

<p>Mission Statement</p> <p>Mission and Values statements can be an effective tool to educate the public; state and local government officials; state government agencies; provider agencies; and service recipients as to what the Adult Protective Services is and how they do business.</p> <p>Mission Statements answer four key questions about your APS Program:</p> <ul style="list-style-type: none"> • Who do we serve? • What needs do they have that we can fulfil? • How do we meet those needs? How do we make the clients' lives better? • Does it link directly to the Vision Statement? <p>Note: if you are a part of a larger organization, does it have its Mission Statement? If so, you may want to adapt it for your own program.</p>	<p>The Office of Long-Term Living mission statement is “Serving more people in communities rather than in facilities, giving them the opportunity to work, spend more time with their families, and experience an overall better quality of life.”</p> <p>The mission of the Department of Human Services is to assist Pennsylvanians in leading safe, healthy, and productive lives through equitable, trauma-informed, and outcome-focused services while being an accountable steward of commonwealth resources.</p> <p>The PA Department on Aging’s mission is to promote independence, purpose, and well-being in the lives of older adults through advocacy, service, and protection.</p> <p>The Mission of the Pennsylvania APS program is to serve vulnerable older adults and adults with disabilities that have been alleged to be experiencing maltreatment (abuse, neglect, and exploitation) by evaluating the need for protective services and mobilizing services at the county level.</p>
--	---

<p>Guiding Principles / Core Values Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.</p> <p>Note: if you are a part of a larger organization, does it have its own set of Guiding Principles or Core Values? If so, you may want to adapt it for this program.</p>	<p>Pennsylvania Department of Aging (60 and older) Core Values</p> <p>Diversity and inclusion strengthen us. Innovation drives us. We are passionate about the customer experience. We lead strategically to meet future needs. We listen and effectively communicate with consumers and partners. We act with integrity. We value our workforce. Partnership and collaboration enhance our capacity. We hold ourselves and partners accountable for results. We manage resources entrusted to us responsibly.</p> <p>Department of Human Services (Adults living with disabilities 18-59 years old) Core Values</p> <p>Collaboration: We coordinate our practices internally and externally with our employees and stakeholders. Communication: We strive to be transparent and open in our conversations, both written and oral. We will promote awareness with our employees and stakeholders. Accountability: We are responsible caretakers of taxpayer funds entrusted to DHS by engaging in sound financial management practices when providing services and supports. We are responsible for our actions, and we will hold our partners to similar standards in providing services and supports to our stakeholder community. Respect: We foster a fair, open, and honest work environment. We embrace our stakeholders and treat others as we want to be treated. Effectiveness: We are efficient in our operations and empower our employees to deliver results for our stakeholders.</p>
---	--

Goals for Program Improvement

These are goals to be obtained in order to move your APS program from current practices to your Vision.

Now that you have new funds targeted for your work with APS, what can be enhanced or improved in your current program? These goals must meet the APS Formula Grant requirements. It is recommended these goals become SMART goals (specific, measurable, actionable, and timely).

Using the results of your Environmental Scan, identify key issues that need to be addressed during this planning cycle.

These are goals to move your APS Program from current practices to your Vision #1.

Centralizing intake

- Increase *consistency* in how the intake function is performed throughout protective services and the state of PA
- Increase the *quality* of documented information
- Increase the consistency of categorization
- Increase the *equity* in service provision by ensuring consistency and addressing the most urgent needs first
- Increase *quality* customer service

Training & Education

- Increase *consistency* in how protective services staff perform investigations
- Increase the *quality* of investigations and case documentation
- Increase the *equity* in received services with an expert pool of staff

Unit of shared positions in quality management and education

- Increase *consistency* between practices and policies of DHS and PDA
- Increase *quality* improvement efforts by focusing internal resources on analyzing data reports and using the data to drive accountability and quality measures for contracted service agencies
- Increase *equity* in received services and among responsibilities of DHS, PSA, and OLTL staff

<p>Targeted Improvement Projects</p> <p>Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.</p> <p>Your improvements should be concrete, measurable, and complete.</p> <p>WHY is this improvement needed? What Purpose or NEED will it fill? What RESOURCES will be used? What ACTIVITIES will it entail? What are the direct OUTPUTS of the activities? What are the intended results and how will clients benefit?</p> <p><i>See example on next page.</i></p>	<p>We will accomplish this by focusing on:</p> <ul style="list-style-type: none"> • Centralizing intake, • Developing a standardized training and education curriculum for each investigator’s first year in protective services (including shadowing experienced investigators and mentoring), and • Creating positions in quality management and improvement, data analysis, and education. These positions will be shared between the APS and OAPSA programs.
--	---

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Updated, streamlined, protective service-driven data system for APS and OAPS.</p>	<p>\$3,330,052</p> <p>PS program staff. Project Manager. Aging QM staff. WellSky project team. Network staff.</p>	<p>ARPA 1: Project 1</p> <p>APS Solutions</p> <p>Develop Statement of Work</p> <p>Vendor Selection</p> <p>Project Kick Off</p> <p>Build APS (internal)</p> <p>Test APS (internal)</p> <p>Improve APS (internal)</p> <p>Trial release to network (external)</p> <p>Testing period with network (external)</p> <p>Evaluation period (external)</p>	<p>APS Solutions – new protective services database</p>	<p>Reduction in reporting errors</p> <p>Increase in quality investigations</p> <p>Improved data tracking software that is specific to protective services</p> <p>Improved communication between APS/OAPS and the network of agencies serving older adults and people with disabilities.</p>	<p>Protective service data base that is driven by reporting requirements</p> <p>Less duplication of data entry</p> <p>More time with older adults and people with disabilities that may be or are in crisis.</p>

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		<p>Improve APS (external)</p> <p>Release APA with quarterly check-ins for one year with network (external)</p>			
<p>Need project manager to help keep ARPA Projects on track</p> <p>Manage and oversee project deliverables of procurement, ensure training and maintenance requirements are met for both of Pennsylvania’s APS and OAPS programs and monitor project risks</p>	<p>\$80,000</p> <p>Possible external consultant</p>	<p>ARPA 1</p> <p>Project 2</p> <p>Project Manager/ Consultant</p> <p>Manage and oversee project deliverables of procurement, ensure training and maintenance requirements are met for both of Pennsylvania’s APS and OAPS programs and monitor project risks</p>	<p>Ensure requirements are met for both of Pennsylvania’s APS and OAPS programs and monitor project risks</p>	<p>Manager Identified and hired</p>	<p>Clients and Victims benefit from well managed projects and efficiently run APS and OAPS programs</p>

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Need training for supervisors and caseworkers on new database	\$50,000	<p>ARPA 1: Project 3</p> <p>Training and Outreach</p> <p>Conduct PS Supervisor and Caseworker training on new database with an emphasis on data integrity and analysis</p> <p>Review and analyze data reports</p> <p>Customize data reports to meet statewide need</p>	<p>Training sessions developed</p> <p># of training sessions completed or employees trained</p>	<p>Training developed</p> <p>Data and reports developed and implemented</p>	<p>Clients and Victims benefit from well managed projects and efficiently run APS and OAPS programs</p>
Need for support and administration of Grant funding	\$10,000	<p>ARPA 1: Project 4</p> <p>Administrative Costs</p>	<p>Funding grants supported</p>	<p>Administrative needs are met to manage grants</p>	<p>Clients and Victims benefit from well managed projects and efficiently run APS and OAPS programs</p>

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Increasing protection against the financial exploitation of older adults and people with disabilities by streamlining electronic communication between protective services and finance users for the purpose of reporting, information sharing, and service provision.</p>	<p>\$44,000</p> <p>PDA PS staff</p> <p>DHS APS staff</p> <p>Financial exploitation task force</p> <p>PDA Quality Assurance staff</p>	<p>ARPA 1: Project 5</p> <p>HelpVul</p>	<p>Secure document sharing between PS and financial institutions</p> <p>Collaboration between PS and financial institutions</p>	<p>Time saver in preventing financial exploitation</p> <p>Connecting financial institutions with organizations providing protective services</p>	<p>Reduction in financial exploitation</p> <p>Stopping financial exploitation before it begins</p>
<p>It will streamline the protective services intake process for over and under 60 by centralizing the responsibility to one to three over-arching agencies for specific PA regions. Intake is disjointed and currently completed by 52 Area Agencies on Aging and Liberty (under 60). Essentially, there are 53 entities determining how</p>	<p>\$4,488,702</p> <p>APS and PDA PS staff. Project Manager. Stakeholder investment and guidance. SAMS access and RON regulations.</p>	<p>ARPA 2: Project 1 (Centralized Intake)</p> <p>Writing a Request for Proposal. Forming a Review Panel. Selecting a PS Intake provider. Training selected Intake provider. Create a transition plan. Create a communication plan for the transition.</p>	<p>A Request for Proposal. A Proposal Review Panel. A PS Intake provider. A Transition Plan. A Communications Plan for the Intake Transition.</p>	<p>RFP or cooperative agreement extension</p> <p>Review Panel</p> <p>Communications Plan</p> <p>Transition Plan</p>	<p>Selecting an APS intake Provider</p> <p>Training selected APS intake provider</p> <p>Transitioning intake to selected intake provider</p>

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
intake will work to address abuse, neglect, abandonment, and exploitation.					
Protective services investigations are often done without the level of detail that’s needed to make an accurate categorization. This effects our ability to address urgent needs timely and in the order of highest need.	\$1,831,258 Temple University Potentially other educational institutions PDA and DHS staff Staff from AAAs and Liberty	ARPA 2: Project 2 Training and Education “On the job” shadowing and mentoring	Shadowing and mentoring training modules Updated contract with Temple New contract with other educational entity	Updated contracts	Training Modules Training the Trainers
Staff between the departments have shared/similar needs and are operating in separate government bureaus. There is a growing need for shared data and strategy to build on	\$540,000 Departmental licensing staff PDA and DHS PS staff	ARPA 2: Project 3 Shared QM (APS/OAPS) Shared positions in quality management and improvement, data	3 new, shared positions MOU/other form of agreement between DHS and PDA	Gain support/buy in from bureau leads Job Descriptions MOU and/or other shared work	Post for positions Interview for positions Hire 3 new, shared positions

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>consistency and quality of services and programs for adults and older adults. Sharing resources/staff will help build better communication and policy while creating a stronger support network some of the most vulnerable Pennsylvanians.</p>	<p>3 new, shared positions that</p>	<p>analysis, and education</p>		<p>statement between DHS and PDA</p>	
<p>PDA intends to work with Penn State Univ to develop evidence-based decision trees and case specific training protocols.</p>	<p>\$500,000 PDA staff Penn State faculty</p>	<p>ARPA 2: Project 4 Penn State Nursing Assessment</p>	<p>Assessment to improve investigations</p>	<p>Older adults are provided with appropriate services, faster.</p>	<p>Older adults are safer and with less or eliminated risk(s).</p>
<p>Need to retain project manager to help keep ARPA Projects on track</p> <p>Manage and oversee project deliverables of procurement, ensure training and</p>	<p>\$160,000 Possible external consultant</p>	<p>ARPA 2 Project 5 Project Manager/ Consultant Manage and oversee project deliverables of procurement, ensure training and</p>	<p>Ensure requirements are met for both of Pennsylvania’s APS and OAPS programs and monitor project risks</p>	<p>Continued productive use of manager hired earlier</p>	<p>Clients and Victims benefit from well managed projects and efficiently run APS and OAPS programs</p>

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>maintenance requirements are met for both of Pennsylvania's APS and OAPS programs and monitor project risks</p>		<p>maintenance requirements are met for both of Pennsylvania's APS and OAPS programs and monitor project risks</p>			
<p>Need for support and administration of Grant funding</p>	<p>\$20,000</p>	<p>ARPA 2: Project 6 Administrative Costs</p>	<p>Funding grants supported</p>	<p>Administrative needs are met to manage grants</p>	<p>Clients and Victims benefit from well managed projects and efficiently run APS and OAPS programs</p>

Budget / Spending Plan for ARPA funds – Semi-annually for 3 to 5 years

Budget/Spending Plan will be used to enhance, improve, and expand the ability of APS workers to investigate allegations of abuse, neglect, and exploitation. Be sure to use separate line items for each major improvement project.

Operational Plan Submission due by **January 31, 2022**.

ARPA 1- First Grant Allocation - August 2021 - September 2023

ARPA 1:	Description	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	Total
Project 1	APS Solutions	\$832,513	\$832,513	\$832,513	\$832,513	\$3,330,052
Project 2	Project Manager / Consultant			\$40,000	\$40,000	\$80,000
Project 3	Training & Outreach	\$12,500	\$12,500	\$12,500	\$12,500	\$50,000
Project 4	Administrative Costs	\$2,500	\$2,500	\$2,500	\$2,500	\$10,000
Project 5	Helpvul	\$12,500	\$12,500	\$12,500	\$12,500	\$50,000
Total		\$860,013	\$860,013	\$900,013	\$900,013	\$3,520,052

ARPA 2- Second Grant Allocation - August 2022 September 2024

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Project 1	Centralized Intake	\$1,122,175.50	\$1,122,175.50	\$1,122,175.50	\$1,122,175.50	\$4,488,702
Project 2	Training and Education	\$457,814.50	\$457,814.50	\$457,814.50	\$457,814.50	\$1,831,258
Project 3	Shared QM (APS/OAPS)	\$90,000	\$90,000	\$90,000	\$90,000	\$360,000
Project 4	Penn State Nursing Assessment	\$125,000	\$125,000	\$125,000	\$125,000	\$500,000
Project 5	Project Manager / Consultant	\$40,000	\$40,000	\$40,000	\$40,000	\$160,000
Project 6	Administrative Costs	\$5,000	\$5,000	\$5,000	\$5,000	\$20,000
Total		\$1,839,990	\$1,839,990	\$1,839,990	\$1,839,990	\$7,359,960

Summary of ARPA 1 + ARPA 2 Expense

	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Summary	\$860,013	\$860,013	\$2,740,003	\$2,740,003	\$1,839,990	\$1,839,990	\$10,880,012